

This Data Story shares information gathered from the Community Conversations conducted by FAVOR, Inc. between 2016 and 2019. These conversations with youth and families inform improvements to CT's Children's Behavioral Health Network of Care.

What does FAVOR, Inc. do?

FAVOR Inc. works to, Empower youth and family members so they can...

- effectively advocate
- access family-driven, culturally responsive services
- promote youth and family voice in practice and policy-making efforts



What are Community Conversations?

Community Conversations...

- Bring together youth and family members to talk about CT's children's behavioral health network.
- Goal: To get feedback from youth and family members around what's working, and areas for improvement.

? DID YOU KNOW?

Between 2016 and 2019, over 979 families and 388 youth have engaged in Community Conversation conducted by FAVOR, Inc.

Youth and family members were asked their perspectives on **challenges** and **suggestions for improvement** for CT's children's behavioral health system.

Challenge:

Lack of coordinated plans of care

Suggestions for improvement....

Coordination of Care

- All youth and family members should have a coordinated *plan of care* that they and their providers agree to
- *Plans of care* should change over time to best meet needs
- Throughout care coordination collaboration between providers and families can be supported through increased communication



Successes to date in this area:

Green Forms

Forms that help to share health information between behavioral health and pediatric primary care providers, with the aim of strengthening collaboration between providers and providing greater continuity of care for families.

Family Care Connections

Family Care Connections is a model that is being developed to improve collaboration and coordination between local pediatric primary care, behavioral health providers, schools, and families.

Challenge:

Limited cultural competency among providers

Suggestions for improvement....

Culturally Competent Staff

- Need for more staff who are fluent in common languages spoken by families
- Training on how to deliver services in a manner that respects the culture of all families (e.g., family composition, religion, customs)



Successes to date in this area:

CLAS Standards:

Statewide process (including a toolkit) that has been developed to incorporate culturally and linguistically appropriate service (CLAS) standards in agencies that provide services in the Network of Care.

Other challenges identified...

Challenge:

More peer-to-peer supports are needed

Challenge:

Mental health stigma

The goal of CONNECTing to Care is a partnership that focuses on coordinating quality access to care through a youth-guided and family-driven approach. To improve mental health for children in CT, Connecting to Care seeks to change the way that the system operates so that all children have the opportunity to thrive.